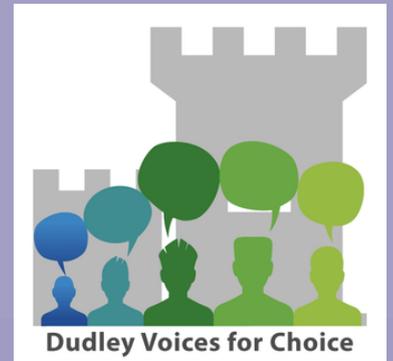


**healthwatch**  
Dudley



**Enter & View**

**Select Lifestyles - Himley Road**

**December 2024**



# About Select Lifestyles



Provides accommodation for six residents with learning, physical and complex care needs.

**Care Quality Commission inspected Select Lifestyles in March 2023. The CQC inspected 2 out of 25 Select Lifestyles locations as part of this inspection. The CQC only inspects care of people who require personal care.**

**The report does not specify which sites were assessed as part of this inspection.**



- ✓ Staff were kind and compassionate
- ✓ Residents supported to take part in activities
- ! Systems not in place to show how feedback is used to improve care.
- ! Concerns around assessing risks of providing personal care
- ! Concerns around not learning from incidents

## Enter & View

Healthwatch Dudley has been working with the Dudley Quality Partnership to identify residential and supported living facilities to visit throughout the year to listen to residents and relatives experiences of care.

Healthwatch Dudley has the legal power to visit health and social care settings.

Enter & View visits provide an opportunity to make observations and speak to service users, carers, and relatives to understand their experiences.

Enter & View visits and reports capture feedback and opinions from service users, friends and relatives and independent observations made by Healthwatch Dudley staff at that point in time.

Healthwatch Dudley are able to seek opinions from service users and their families who may not be confident to share with the provider directly.

We publish our findings at [www.healthwatchdudley.co.uk](http://www.healthwatchdudley.co.uk) and share the report with relevant organisations.

# About Select Lifestyles

“Our person-centred approach is set out to empower the people we support.”

–Select Lifestyles

Select Lifestyles are an independent provider of supportive services for adults with learning disabilities across the West Midlands.

Select Lifestyles began trading in 2007 with the opening of a day centre in the Birmingham area supporting service users from the local surrounding areas.

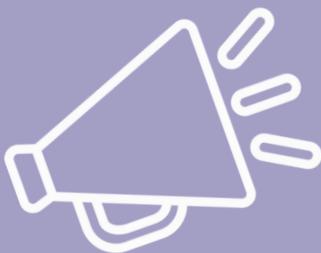
The company is managed and supported by a head office team based in West Bromwich, West Midlands.

We visited their Himley Road site in Dudley. Himley Road is a six bedroom detached house providing accommodation to six residents. The service can accommodate adults with learning, physical and complex care needs.



# What we did

**\*Dudley Voices for Choice are a user led charitable organisation that supports people with learning disabilities and autism to speak up for themselves.**



## Planning the visit

- Healthwatch Dudley and Dudley Voices for Choice\* visited Select Lifestyles to meet with the manager to discuss an Enter & View visit.
- We provided posters and leaflets with information about the visit so residents and their friends and family members would be aware, should they wish to be present to share their views. These could not be displayed, as Select Lifestyles is a supported living facility, posters are not displayed to respect the fact that it is the residents home.
- A member of staff from Dudley Voices for Choice visited Select Lifestyles three times prior to the Enter & View visit to meet the residents, to help them feel more comfortable and build relationships.

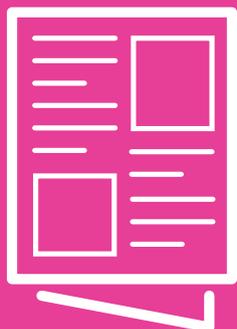
## The visit

- We carried out the announced Enter & View visit with two members of Healthwatch Dudley staff and one member of staff from Dudley Voices for Choice.
- We arrived at the property at approximately 10:50am and waited a while before the door was answered. We called head office to inform them we were at the property just as the door was opened for us.

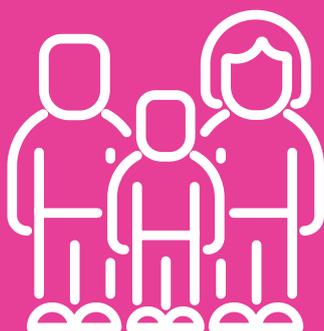
## Letting everyone have their say

- Several weeks prior to the visit we provided details of a survey that friends and family could complete, either online or via paper copies. The survey remained open for a short time after the visit closing on 9th December 2024. We provided freepost envelopes so people could return surveys directly to Healthwatch Dudley.

# Who we heard from



**3 survey responses**



**5 residents were present during the visit**

We collected feedback from residents during the visit through an easy read survey, conversations, observations and information provided by staff.

Friends and family were able to feedback via the online and paper versions of the survey.

We collected three survey responses from:

- two relatives (one via post, one online)
- one resident completed an easy read survey during the visit

Dudley Voices for Choice created an easy read version of the survey to help capture feedback from residents.

One resident wanted to complete the easy read survey, so we made observations and spoke to staff about the other residents.

We invited friends and family to a drop in session at DYI Community Building, which is near to Select Lifestyles, however no one attended.

Two residents answered questions about their experience and what they enjoyed doing at the home.

Three residents were non-verbal, one of whom communicated using some Makaton signs.

Staff provided information about the residents, including likes and dislikes, how they make choices, as some of the residents are non-verbal.

As Select Lifestyles is a small home, Healthwatch Dudley and Dudley Voices for Choice provided direct feedback to the Quality Partnership. Some of this information has not been included in this report as it may identify individual residents.

The quotes that have been included throughout this report have been provided by residents and their loved ones. The views expressed represent the views of individuals and not those of any organisation.

# Care of staff and care needs

*"When I visit they always seem happy with the person that is caring for them. They always seem to genuinely care and do their best."*

**-Relative**

*"I've had to mention a couple of times about their personal care needs and that I didn't think they are being met all the time."*

**-Relative**

We met four members of staff during the visit who were caring for five residents. We were informed that the manager was at a meeting off-site.

Three members of staff were present in the living room with two residents during the first part of the visit. We were informed that there are around 20 members of staff who work at the home across the various shifts.

A member of staff is required for each resident to provide safe care and supervision.

One of the residents requires two staff members to accompany them when out in the community.

Staff told us that they did not have a keyworker system and they looked after different residents during their shift.

During the visit we observed staff interacting with the residents. We saw one member of staff closely with a resident. The resident was using gestures to ask the member of staff to change the television channel.

The staff member said that they have worked with the resident for some time so they were able to understand them.

We asked the member of staff how new staff would know how to communicate with residents and they said that the person would have to sit down and read all the care plans.

Staff reported that some of the residents are able to look after their own personal care needs but required some prompting to do so.

*"Carers are underrated and don't get enough credit for the hard job that they do, in sometimes difficult situations. Overall, I am happy where they are and feel they do as much as they can to make sure they are safe and happy"*

**-Relative**

## Round the clock care

*“When I visit, sometimes [there is] more staff, sometimes less, some I don’t know.”*

**-Relative**

We wanted to know if the level of care provided was consistent at different times.

We asked family and friends about staffing during the night and were told that two staff work during the night.

One survey respondent felt that care was consistent all of the time and one responded that they did not know or they were not sure.

We asked staff what would happen if the residents remained awake during the night. Staff reported that the residents usually slept through the night.

*“Care seems to be the same whenever I’ve been over, but obviously I’ve not met any of the night staff for me to be able to comment, but they seem well cared for.”*

**-Relative**

The external door was locked and we needed to ring the doorbell to alert staff we had arrived.

When we arrived at the home, we asked if we needed to sign in the visitors book, but was informed that the book was not there.

The signing in book had been present at previous visits to the home. We have been informed that CQC have advised Select Lifestyles to remove the signing in book as it is a supported living facility.

Two survey respondents felt Select Lifestyles was safe and secure.

*“They have measures in place like coded doors and window locks to keep young adults safe in their environment. Staff are around to ensure the young adults are safe.”*

**-Relative**

## Safety



*“They cannot get out on their own, they are safe.”*

**-Relative**

# Out and about

*“They seem to be in front [of the] television, not took out much. I know going out once a week is not enough.”*

**-Relative**

Residents told us about the activities they enjoy. These included trips to:

- Costa Coffee
- the cinema
- Merry Hill shopping centre

Staff said they usually take out small groups and travel by taxi.

Two residents attend college each week.

*“They do some activities and have trips out, but to me they should be at least twice a week. They are taken out of the house to go to the play area and to go bowling etc. but this doesn't always happen due to staff issues.”*

**-Relative**

A member of staff said that one resident doesn't get much fresh air, as they cannot walk steady and are unable to walk far distances.



# Activities in the home

“They love the busyness of living with a group of others.”

-Relative



Activities within the home appeared limited, we observed one resident picking up flyers and junk mail and walking around with them. After some time a member of staff put out a jigsaw for the resident which they were able to complete independently.

Other than the jigsaw we did not observe other activities or resources in the communal areas.

“[The best thing about living at select lifestyles is] watching TV, Handy Manny is my favourite, my favourite character is Squeeze the Screwdriver.”

-Resident

One resident was watching Thomas the Tank Engine on the television.

Another resident was observed watching videos on a mobile phone.

During the visit, one resident went to their bedroom to lie down. A member of staff followed and was later seen in the residents bedroom doorway using a mobile phone.

When asked what they thought of the activities provided, one survey respondent said they were “poor” and another said they didn’t know.



## Visitors

Staff informed us that friends and family members can visit the home at any time, but some people have set times for when they can visit due to their personal circumstances.

# Supporting independence

One resident felt that they were able to make choices some of the time.

Staff told us how they supported residents to make choices. An example they provided, was that they would show a resident two tins and they would grab one. Staff would consider this to be the choice that they made.

Staff shared their observations of the residents and how they knew what mood they were in and how they responded to certain things.

“When I ask, sometimes they’ve been out, but other times they say they have been watching television, which makes it seem that no other activities have taken place, even if it was to be playing with toys or listening to music.”

**-Relative**

Two survey respondents said that their relative was supported to be as independent as possible.

“They are non-verbal but won’t do something if they don’t want and that’s their way of making choices.”

**-Relative**

We asked if religious needs were met and this question was not applicable to those who completed our survey. However, one resident told us during the Enter & View visit that their religious needs were supported.



## Involvement in care planning and communication

When asked whether they are involved in their relatives care plan, two survey respondents said that they were.

Relatives told us that they receive information on their loved one's care and attend meetings with staff at Select Lifestyles.

"I attend meetings as much as possible and I am in daily contact with the house."  
**-Relative**

"Social worker and the manager let me know about meetings."  
**-Relative**

However, one relative told us that they experience a lack of communication from Select Lifestyles regarding the care provided.

"I do not get much information, communication is not very good and I have to ask."  
**-Relative**

*\*Our team did not view any care plans as this does not form part of an Enter & View visit.*



# Sharing feedback

"[If I had any concerns] I would contact the manager and voice my concerns."

**-Relative**



We asked residents and family members if they knew how to share feedback and raise concerns with Select Lifestyles.

One resident said that they were given the opportunity to share what they think with staff.

One relative said they knew how to share feedback and one said they were not sure.

"Yes, I ring on a daily basis to see how they have been that day and if there are any issues."

**-Relative**

When it came to raising a complaint two survey respondents said they knew how to make a complaint.

One resident said they would know who to speak to if they were worried.

"[If I needed to make a complaint I would] tell them my concerns."

**-Resident**

Relatives informed us that they had previously made complaints with Select Lifestyles.

"Yes, I have had to make two complaints."

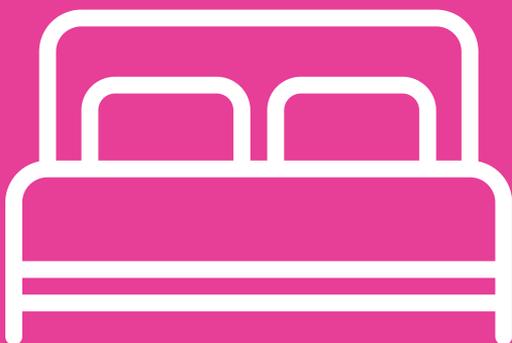
**-Relative**

*\*We have not included details of previous complaints to protect the privacy of residents.*

A photograph of a survey form titled 'Are you a' with three radio button options: Relative, Friend, and Other. Below that is a question 'Are the staff at Select lives caring' with four radio button options: Yes, Not sure, Sometimes, and No. The final question is 'Do you feel safe at home' with three radio button options: Yes, No, and Not sure. The form includes small illustrations of people and a padlock icon.

# Bedrooms

“I keep my  
bedroom tidy.”  
-Resident



During our initial visit we viewed residents bedrooms to see the environment. Two bedrooms are located downstairs, one bedroom is part of an annexe with a small lounge space and shower room. All other bedrooms are located upstairs.

All bedrooms were decorated to reflect the interests of the residents.

One resident said that their room was ‘nice’.

“The room is kept clean by staff and has pictures of things that they like and family photos for them to see.”

-Relative

Of the survey responses, one person said that rooms were kept clean and tidy and one person that they didn’t know.



# Communal areas

"I understand it's hard to keep clean and look after the young adults at the same time.

As a company I think they should have someone in to clean weekly as staff haven't always got time if they are out and about with the young adult."

**-Relative**

**Two survey respondents felt that the communal areas at Select Lifestyles are kept clean and tidy.**

One member of staff said that they enjoyed cleaning as they liked to make the place nice for the residents.

## Outside space

To the rear of the property, there is a grassed area. This is not enclosed and leads straight to the car park and driveway which leads to a main road.

The driveway to the property is quite steep and has a rope attached to the wall for a handrail. This could make access to the house difficult for some residents and visitors.

## Hallway

The front door opens on to a hallway which leads to two living rooms. This area appeared clean and tidy.

## Kitchen

There is a large kitchen where residents can sit at the breakfast bar.

Cupboards in the kitchen are locked however, residents have access to drawers.

## Living rooms

The property has two living rooms accessed from the hallway.

One living room has a sofa, dining table and chairs, bookcase and storage unit. We noticed that this room contained a printer and a paper shredder.

The second living room has a sofa and tv.

## Food and drink

One resident told us that the food was good and that they were good at cooking curry, rice and chips.

Staff said that some of the residents are involved in food preparation. We observed a resident making a cup of tea during a prior visit carried out by staff from Dudley Voices for Choice.

One respondent said the food provided at Select Lifestyles was good.

“They seem to have a good menu choice and offer alternatives if that resident doesn't want to eat what they are offered.”

**-Relative**

“I do not know what food they eat there. I bring food and drink in.”

**-Relative**



## Access to other professionals and services

We asked friends and family if residents receive access to other care professionals and services that could help support their health and wellbeing.

“They are seen by the local doctors, as and when needed and is able to get an appointment fairly quickly when they can. They are under the hospital and are reviewed by various departments when needed.”

**-Relative**

## Vaccinations

We asked friends and family members in the survey if the residents at Select Lifestyles are offered vaccinations.

Two survey respondents said that residents had been offered vaccinations.

“[Vaccinations] have been done by the local GP.”

**-Relative**



## Why did you choose Select Lifestyles?

## Additional comments

We asked friends and family why they chose Select Lifestyles for their loved one.

“It was the only one that had space.”

**-Relative**

“It was recommended by my social worker at the time, as they had placed another young adult into their care previously.”

**-Resident**

We gave friends and family the opportunity to provide feedback on anything else they wished to share. One person wanted to share positive feedback and another wanted to reiterate their concerns.

“Overall I am happy where my relative is and feel they do as much as they can to make sure they are safe and happy.”

**-Relative**

One relative wanted to raise the following concerns:

- There is a lack of activities and stimulation within the home.
- They also mentioned safety concerns regarding injury from another resident.\*
- Changes to staff and environment create confusion and should be considered by staff.

\*Select Lifestyles informed us *“this incident was managed appropriately, and the resident was moved shortly after. They no longer reside at the service.”*

# Recommendations



## Staffing

- Ensure staffing levels are consistent and that residents receive one to one support as required.
- Staff have relevant information available to them about how residents communicate, their likes and dislikes and preferences.
- Consider using “one page profiles” to assist staff.



## Enrich residents lives

- Provide a range of activities and resources for residents, personalised to their interests.
- Communicate with residents to identify their interests and what activities they would like to do on a regular basis.
- Use different communication tools personalised to individuals to enhance choices and help them to decide what activities they would like to do.



## Living space

- Remove office equipment from communal areas.
- Display artwork and photos in communal living spaces



## Policies and Procedures

- Ensure that policies and procedures including fire safety and health and safety are understood and consistently followed.
- Check that staff have a good understanding for reasons behind policies and procedures and why they are important.



## Learning

- We recommend that staff address concerns from residents and relatives, and share outcomes of investigations and changes to services and care.
- Provide regular updates for families, including information about activities and photos.

# Response from Select Lifestyles



## Staffing

### Staffing levels:

- *The service has had a very stable staff team for a long period of time. We also have a live clock-in/clock-out system, which is monitored remotely by the Locality Manager and our systems and monitoring department.*
- *Each service is allocated a set staffing budget as per the commissioned care. The service has been consistently within the budget, which was also shared with CQC, Dudley [local authority], and Sandwell [local authority] when we received whistleblowing regarding the service around the same time of this visit.*

### Staff information about residents:

- *The staff team has all this information to hand, as we have an electronic system for all our care records. This system was in place at the time of the visit but not observed, as noted on Page 10.*



## Enrich residents lives

### Personalised activities for residents

- *[Residents interests and what activities they like to do] are documented in the service users' care plans, which were not reviewed during the visits.*

### Personalised communication

- *Each service user, where required, has a communication care plan, risk assessment, and communication passport.*



## Policies and Procedures

- *Select Lifestyles has an online system for all our policies (QCF) that is linked to CareBeans, our digital care planning software. This system allows us to see who has read each policy and how long each staff member took to read it.*



## Learning

- No comment provided.



## A note on personal care

In response to the quote "I've had to mention a couple of times about their personal care needs and that I didn't think they are being met all the time."

- *Select Lifestyles informed us that not all service users receive support with personal care. Select are unable to comment on individual cases when feedback provided is anonymous and investigate and address concerns of this nature where appropriate.*

# Response from Select Lifestyles

*“Select Lifestyles values the role that Healthwatch Dudley plays in improving all aspects of received care.*

*We look forward to collaborating with them and other healthcare professionals to understand different types of settings, be it residential, supported living, or respite.*

*Together, we aim to ensure that everyone who uses Himley Road Supported Living Service enjoys the best possible quality of life.”*

**-Stephen McGough, Operations & CQC Registered Manager)**



# Thank you

Thank you to the residents and their family members for sharing their experiences with Healthwatch Dudley.

Thank you to the staff at Select Lifestyles for making us welcome on the day.

Thank you to Sarah Offley from Dudley Voices for Choice for creating an easy read version of the survey and for communicating with residents during the Enter & View visit.

We hope our observations and recommendations contribute to improving the experience for residents and staff at Select Lifestyles.

# healthwatch

Dudley



## Committed to quality

Healthwatch Dudley is committed to providing a quality service, from how we collect data, to the information we provide. Every three years we perform an in-depth audit, in conjunction with Healthwatch England, to ensure we meet this high standard.

**If you would like this report in another language or format please contact us.**

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