





Healthwatch Leeds is here to help local people get the best out of their local health and care services and to bring that voice to those who plan and deliver services in Leeds.

Healthwatch Leeds is the independent voice of local people for health and social care services in Leeds. We make sure service providers and commissioners- the people who plan and buy health and social care services- listen to the concerns of people and use the information to shape and improve their services. We work hard to make sure that we include the people whose voices are not usually heard.

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Summary

Why we did it?

The Wheatfields hospice is currently undertaking a review of their services within the Day Therapy Unit and has requested Healthwatch Leeds to provide an independent view on what works and what can be improved on their services.

What we did?

Healthwatch Leeds staff and volunteers interviewed 12 people who were nominated by the Day Unit. These included service users and a family member.

Key Findings

What worked?

The professionalism, kind attitude and helpful manner of the staff was universally praised by all service users and relatives interviewed.

Service users enjoyed a wide range of activities being offered and feel that

they have choice and independence in terms of the activities they choose to engage in.

People we spoke with have high levels of satisfaction with the catering in terms of choice, variety, quality and quantity.

People spoke highly about the responsive care and support they received from the team.

What can be improved?

Everyone we spoke to was delighted about the experience and would like to return to the service.

However, based on the service users' feedback, Healthwatch Leeds has highlighted areas for the Day Unit to consider for improvement.

These are:

- **Communication**
- **Activity profiles**



Background

The Day Therapy Unit opens Monday, Tuesday and Thursday between 10am and 3pm.

It provides a wide range of services including medical reviews, occupational therapy, physiotherapy, leisure activities, meals, refreshments, complementary therapies, spiritual care and family support. The service is also supported by a team of volunteers including volunteer drivers who transport patients to and from the day therapy unit.

A part time activity coordinator is employed to organise a series of activities such as arts and crafts, games and quizzes.

Most of the services are available for both carers and service users.

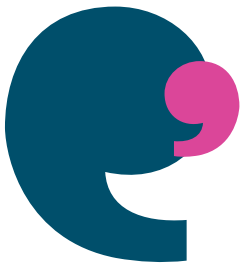
Healthwatch Leeds was invited to review this service and provide an independent view. The aim was also to highlight what can be improved to better support the needs of those using the service

What we did

Working with our volunteers and Lorraine Hunt, Day Service Leader, we agreed on the contents of two questionnaires and a mechanism of conducting face to face interviews with service users and carers over two days during April 2015.

Healthwatch Leeds assigned one member of staff and four volunteers to take part in this project. Due to the circumstances of the service user / relative and potential for emotional experiences being shared, the volunteers were carefully selected based on their understanding and experience in this area.

Healthwatch staff and volunteers visited Wheatfield hospice prior to carrying out the work to gain a better understanding of the work that is carried out in the day unit.



What we found



Who we spoke to

We spoke to 3 current and 8 discharged service users and 1 family member (a total 12 people) during our visits.

What we found

Opening times

The vast majority of service users felt the opening times and days were good for them. However, one person preferred to attend the hospice on Saturdays as family members are busy and weekends can get very lonely.

Access to the Service

- Parking at the hospice is limited so a number of service users opt for transport organised by the hospice.
- A lot of service users praised the excellent service provided by the volunteer drivers.
- We observed that there is limited disabled parking on site. This could potentially increase difficulties for people with disabilities to access the service.

	Yes	No
Does the current opening time and days suit the client?	10	1



Environment

- Service users told us that the environment of the Day Unit was relaxing, friendly, bright, warm and welcoming. It did not have a clinical feel.
- They enjoyed the sociable atmosphere and said people were always laughing.
- The garden is fully landscaped and many of the service users look forward to sitting outdoors when the weather is warm.



Activities

Activity	No of people who like the activity
Arts and craft	9
Games and Quizzes	11
Guest Speakers	6
Agency visits	1
Pat dog	3
Creating memories	3
Complementary therapies	9



What we found

	Yes	No
Have you been asked what activities the hospice should offer?	9	2
Do you feel enough activities are on offer?	10	1 don't know
Would you like a quiet rest area?	2	9
Have you been given a choice of joining in the activities?	8	3 did not answer.

- The service users we spoke with said there were plenty of activities on offer which they thoroughly enjoyed.
- A number of people praised Neil, the activity co-ordinator for his cheerful personality and positive approach to his work.
- The arts and craft, games and quizzes activities are very well received.
- Some people commented that men did not join in activities as much as women.
- Complementary therapies are very popular and people found them particularly useful.
- There are a number of activities people would like to do which are not on offer at present. These include:
 - ◇ Outings /day trips
 - ◇ Chair based exercise
 - ◇ Activities to help people to learn new skills, eg gardening.
 - ◇ Visualisation technique
- The majority of service users said they were always given a choice in participating in the activities.
- The majority of service users said they did not require a separate quiet rest area. They are happy with the current arrangements. They can relax in the far end of the lounge or use one of the side rooms if they feel unwell.



Food

	Yes	No
Do you like the food?	11	
Can you choose what you eat?	11	
Is there enough variety?	11	
Are you happy with the portion size?	11	

We received overwhelmingly positive comments about the catering at the day unit.

However, we are unsure how people from an ethnic minority background will be catered for as we did not come across patients from other cultural backgrounds during our visits.

- The majority of service users said the support from various professionals was fully “joined-up” and they were totally involved in their care.
- People praised the hospice staff and noted that they made every effort to resolve problems and tried to bridge gaps in their care.
- A few of the service users were unclear about the support available in the community before and after the Wheatfields Day care programme.
- A couple of service users said they were willing to purchase the therapy, support and facilities after being discharged from Wheatfields.

Communication

	Yes	No	
Do the nurses, therapists and other professionals ask you the same questions when they speak with you?	1	9	1 did not answer
Do you feel that your GP, district nurse and the hospice communicate with each other?	9	1	1 did not answer
Do you feel involved in your care?	10	1	

- A small number of service users mentioned that they did not want to attend the day service at first because they assumed the hospice was primarily for terminally ill patients.

Care and help

	Yes	No	
Do you feel your individual needs are being met at the day service?	11		
Do you get help from staff and volunteers when you need it?	11		
Do staff and volunteers take time to talk to you?	11		
Do you feel you are treated with respect and dignity?	10		1 did not answer
Do you know who you could talk to if you were not happy about something?	10	1	

- Service users commented that attending the day service has changed their life. Everyone we spoke to agreed that the staff were excellent at the day unit, very professional and friendly. They always take time to talk to the service user and go the “extra mile” to help them.
- If service users are not happy about anything, they are comfortable in raising it with staff. However, a number of them were not sure who the named person was.
- Volunteers also received high praise. However one person said a volunteer treated her as elderly which was “condescending”.
- Service users said they were treated with respect and dignity.



Gaps in Support for Service Users

- The majority of people agreed that it was a quick process between diagnosis and being referred to the Day Therapy unit.
- However, one person mentioned that she had to “demand” and “make a fuss” before she was referred to the service.
- Another person felt that she had been waiting too long between using the service and GP referral.
- One patient told us about her negative experience of GPs around diagnosis and referral. Healthwatch followed up and provided information about an advocacy organisation which may assist the patient’s family with her complaint.
- A couple of people mentioned that they were not clear on what the arrangements are for returning.
- One person mentioned delays in NHS incontinence service and it had been 16 weeks wait. However the hospice helped to bridge the gap in delayed and infrequent deliveries of incontinence pads.
- A couple of people said that they would like a nurse specialising in cancer care to check on them every six months after they were discharged from the Day service



A Family member's comment

We spoke to only one family member and she said that her husband loved the service. Staff were very welcoming and made people feel at home.

Her husband received all the help he needed. Transportation was organised. Staff took time to explain things to both of them. He often took part in games which have kept him active and he particularly enjoyed Reiki and other complementary therapies.

Everything in the unit is well planned and it is an excellent service. She gets a good break when her husband attends the Day Unit. Overall, the Day Service has improved and benefitted both their lives.

Suggestions for Improvements

Communication

- To review how the Day Service unit is promoted. Emphasising the holistic service that the Day Unit offers may help people to change the perception about the services offered within the hospice.
- There may be scope to make the referral and returning criteria clearer to the service users.
- There may also be scope to make clear to service users about the named person who receives complaints and compliments.
- A catalogue or directory of support services/facilities would be helpful so that people could be aware of what is available when they are initially diagnosed.
- In order to provide greater continuity of service, consideration might be given to



providing a directory of support/therapeutic options and providers which patients might commission privately once their term in the Day Unit expires.

Response from the Provider

We have received a thank you email from the provider after the visit. The provider offered a couple of comments with regards to food and communication after having read the draft report.

Activities

- Consider including activities which may appeal to both sexes.
- Consider adding other activities suggested by the service users. (a list is provided above).

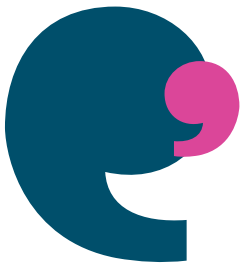
“Dear Tatum,

Could I take this opportunity to thank you and your team of volunteers for your hard work last week. The information you have gained from service users and carers will be of great use in helping inform our future services within the day therapy unit. It was lovely to meet with you all and thank you once again.

Kindest regards

Lorraine

On behalf of all the staff in the DTU



Conclusion

Food

We are assured by the provider that all groups will be catered for.

Communication

We are informed that a directory of support services/facilities already exists.

Conclusion

Although we spoke with a small proportion of service users and carers who used the service, we received many positive comments during our two visits. This indicates both service users and their family members are highly satisfied with the service and support provided by the staff at the Day Unit. The Day Unit is invaluable to improving their wellbeing whilst coping with their condition.

We have highlighted a few areas such as communication and activities for the Day Unit to consider in informing continuous improvements and redesign of service.



Next Steps

This report and its findings will be shared with Day Therapy Unit at Wheatfield's Hospice.

The report will also be published on the Healthwatch Leeds website.

Acknowledgements

Healthwatch Leeds would like to thank Lorraine Hunt of Wheatfields Hospices Day Therapy Unit for hosting the visit and the service users and family that we spoke to for their help with this project.

We would also like to thank our volunteers, Rikki Banks, Sally Morgan, Karen McMahon and Shamsi Bagheri who took part in the project.



