



Quality Checker Report

Cornerstones

9 Roseland Avenue

Devizes

SN10 3AR

27th August 2015

Volunteer Quality Checkers Report for Health Watch Wiltshire



Wiltshire People First
Independent Living Centre
St George's Road
Semington
Wiltshire
BA14 6JQ



About HealthWatch Wiltshire

Healthwatch Wiltshire (HWW) is all about local voices being able to influence the delivery and design of local services.

HWW gives people a voice and works to help local people get the best out of their local health and social care services.

Healthwatch provides a signposting service for people who need help or if they need to make a complaint about a service. Healthwatch Wiltshire will report any concerns about the quality of health care to Healthwatch England, who will inform the Care Quality Commission.

Disclaimer

This report relates to this specific visit to the service, at a particular point in time, and is not representative of all service users, only those who contributed. This report was written by an authorised Wiltshire People 1st volunteer Quality Checker with support from staff. The visit was carried out for Healthwatch Wiltshire

WPF Quality Checkers Visit Report



Date of Visit: 27th August 2015



Names of Quality Checker visiting:

Sandra Wells



Name of Wiltshire People First supporter(s):

Sonia Sansom



Name of Service Visited:

Cornerstones



Address of Service Visited:

9 Roseland Avenue
Devizes
SN10 3AR



About the Service: *Facts*

What does it do?

Residential care home

Who is it for?

Adults with learning difficulties.

How many people use the service?

3



Purpose of visit: Why did you visit?

HWW request.

How was the visit conducted:



Did they know you were coming?

Yes they did and we were welcomed in. However, the member of staff who greeted us explained that she wasn't too sure what the visit was about as she hadn't seen the letter because Mark the manager was on holiday.



How many people were in the team visiting?

2

How many were Volunteer Quality Checkers?

1

How many were WPF support staff?

1



How long did you spend looking around?

45 minutes



Did you speak to Users/residents – if so, how long did you spend talking to them?

Sandra spoke to B for 45 minutes. One of the residents (C) does not use words to communicate, another resident (A) preferred to communicate via the staff. They talked about their experiences – say what..?



Did you speak to Staff – if so, how long did you spend talking to them?

One or two members of staff were present throughout.

		They both prompted B and A to help them with their answers when necessary and elaborated on details for example to give information about day trips etc. If the residents couldn't remember.
	Did you visit during meal times – did you see Users eating?	Yes – one user was eating a cooked lunch in the dining room and another eating sandwiches in the lounge in front of the TV. The QCs didn't see the hot meal – we noticed that it was on a plate with a surround to make it easier to eat. B commented that she chose what to eat and that it was her choice not to eat fruit because she doesn't like it.
	Did you see Users doing any organised activities?	No.



Observations and Findings: What did you find out from your visit – relating to the following key issues:
Please say yes/no and give examples of evidence to support your observation.

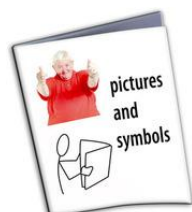


Is the service accessible to people with Learning Difficulties? Say how you know this – e.g. easy read plans, building accessible – ramps and lifts, doors wide, accessible toilet/bathrooms?

Yes ☒ No ☒



We didn't see evidence of easy read. The staff said they read things out to the residents and C (who does not use words to communicate) we were informed, has limited capacity to understand or interpret pictures. The menu in the kitchen was in words.



It wasn't easy for Sandra to manoeuvre her walker to get in. There was a small step up through the gate and another into the house.



The downstairs shower room/loo was spacious with an accessible shower and a door on each side so that it could be accessed from the lounge and a bedroom.



Were the staff friendly and did they understand the needs of users with a learning difficulty? Give examples:

Yes ☒ No ☐

Very much so. The 3 residents have very different needs and they were all clearly understood by the members of staff that we saw on the day we visited. They told us about another male member of staff who is particularly liked by A. A wasn't comfortable talking to us directly but Ally (a member of staff) supported him to speak with her.

C doesn't use words to communicate, but the staff are able to understand his needs by getting to know him well, his likes and dislikes and can interpret his body language and translate the noises he makes.



Is information displayed in a format that is accessible? *Say below how you know this – e.g. easy read plans or menus, notice boards?*

Yes

☐

No

☒


Does the service treat people with Learning Difficulties with dignity, respect and like all other people?

The staff appeared to have a good relationship with the residents. They were cheerful and it seemed they enjoyed having a laugh with them too.

(Also see B's quote further on in the report)

Yes

☒

No

☐

Does it give the Users the power to exercise their right to choose and make decisions?

The users choose what they eat and where they go for trips out. Betty has chosen the new colour scheme for the lounge.

B has chosen not to go to day centres anymore as she finds them too noisy. The staff respect that decision but are still happy to take her for a brief visit if there is something special on, e.g. a birthday celebration next week.

A chooses to go to a day centre 4 days a week.

The residents chose when to get up and go to bed and within the house bedtime ranges from 7 – 11pm.

Yes

☒

No

☐



What did people say about the service? *(Summary and quotes – e.g. most people we spoke to said they liked living here. 1 person said “I have my own room and can choose....”)*

B said she liked living there – she has lived there for more than 10 years and it's much nicer than somewhere she used to live before. B also said they look after her well. She said: *'they're friendly (staff), we are treated like normal people'*.

A said he liked living there.

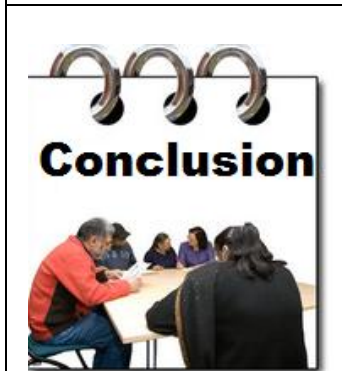


Good Practice: *What was good about the place you visited – would you be happy to live/use this service? E.g. were the staff friendly and polite, cheerful?*

Visitors are welcome to pop in. Some ex-carers still come to visit the residents. Last week B put in a special request for a visit by someone and it was arranged for her.

The staff really try to accommodate and facilitate requests for trips out and often these are spontaneous and fun – days out to the seaside, trips into town (B expressed her interest for charity shops!), going to local events or just for a drive if they fancy getting out of the house.

Staff support the residents to do puzzles and games and help them get dvds of their choice.



Conclusions: *Sum up your main points – e.g. 'overall we felt that was a pleasant place to live and people were able to...'*

Overall we felt that this was a safe and happy place to live where everyone's needs were taken care of and that the staff seemed to have a genuine interest in the residents and a good relationship with them. They try really hard to make life interesting by taking the users out and about.



Recommendations: *What do you think they could improve upon/make better? E.g. more information could be easy read formats, or do you think they are providing a good service and to keep doing this?...*

Sandra (QC) commented that the access could be better for people like herself, who use a walker and have mobility difficulties.

She said she wouldn't want the TV to be on all day if she lived there. One resident in particular likes to watch the TV in the lounge.

It was also noticed that there was some washing in the dining room which perhaps needed tidying up. There was also something in a box on the floor which Sandra thought was in the way and could be a trip hazard.

It might be useful if there was more easy read material.

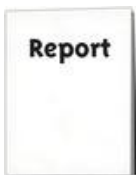
We were told that they are just about to do some decorating to update the lounge. This will make it more cheery.



Thank you

Healthwatch Wiltshire would like to thank all those who took part in this visit.

Control Sheet

  	Date QC with supporter sent report to WPF Director, to amend/review and retain copy	28.8.15 Rev sept.
  	Date report submitted by WPF to HWW office	27.10.15
  	Date sent by HWW to provider to check for factual accuracies.	
  	Date response from provider due.	
 	Follow up actions if required.	