



Quality Checker Report

Sarsen House, West Overton,
Marlborough

20/8/15

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: 20th August 2015



Names of Quality Checker visiting:

Caroline Cummings

Niko Massouras



Name of Wiltshire People First supporter(s):

Angie Hulin



Name of Service Visited:

Sarsen House (Tullyboy Homes)



Address of Service Visited:

West Overton, Marlborough



About the Service: *Facts*

What does it do?

Accommodation and support for people with learning disabilities

Who is it for?

6 Residents with Learning Disabilities



How many people use the service?

5 (1 room currently empty)



Purpose of visit: Why did you visit?

– E.g. at HWW request, to look at/find out about...

At HWW request as part of enter and view looking at services for people with LD and dementia.



How was the visit conducted:

Did they know you were coming?

Yes

How many people were in the team visiting?

3

How many were Volunteer Quality Checkers?

2

How many were WPF support staff?

1

How long did you spend looking around?

45 minutes

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

3 residents sat with us for 30 mins, QC's asked them and support staff questions.

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

Catherine Howie (manager?) stayed with us throughout visit.

One other staff member sat with us for 30 mins

Did you visit during meal times – did you see Users eating?

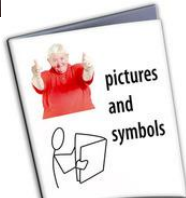
No

Tray of tea/coffee was brought for residents and individual choices offered and given as well as own drinking utensil where needed.

Did you see Users doing any organised activities?

2 residents out on planned trip. This was a birthday outing but residents have a vehicle and do go out at other times.



		One resident was occupied with stencils, paper and crayons.
	Observations and Findings: <i>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.</i>	
   	Is the service accessible to people with Learning Difficulties? <i>Say how you know this – e.g. easy read plans, building accessible – ramps and lifts, doors wide, accessible toilet/bathrooms?</i>	Yes ☒ No ☐
	Large single storey building with a number of external doors. Overall the building was easy to get around for the residents. Some of these had steps and patio door had level access and large double door into a large lounge. Step up from kitchen to lounge.	
	Were the staff friendly and did they understand the needs of users with a learning difficulty? Give examples:	Yes ☒ No ☐
	Staff very friendly. Yes they seemed to understand service users individual needs and met them as far as we were able to see on the visit. For example H likes elephants so pictures and trips to the zoo are planned. We were told that M has complex behaviour needs. We were told that he chooses to sit in an adjoining room for meals etc but the door is open and he can hear and join in conversations. If he chooses to go through to dining area with the others this is fine. We were asked to make sure we spoke to him if we were near to let him know our whereabouts. We were also asked not get too close to him and give him plenty of space as he gets distressed and feels uncomfortable if people are too near him.	



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 ☐

Communication needs were met for each individual. Talking newspapers are brought in and used by the service users. Large print and pictures used.



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

Yes ☒

No ☐

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

Yes ☒

No ☐

Service users were given choice while we were there on what they would like to drink and were asked if they were happy to talk to us and show us around.



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....”)*

J said " I like living here and I like my bedroom"

H who has communication difficulties was asked if he liked living at Sarson House and he gave a big smile in answer,



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?*

From our observations the home was very nice. There was plenty of space and the home was clean, bright and looked in good repair. The staff that we met were friendly towards the residents and to us. We felt that it would be a good place to live.

It appeared that individual resident's needs were being met. For example: L had his own bedroom, bathroom and a sitting room - his own space, to do what he wanted and set up as he liked.

M who is blind invited us to look in his room – the room was set up as M likes, staff know not to move things around, this helps M feel confident and safe, knowing where things are.

It appeared that all of the service users we met on the day, had a good understanding of each other's needs and respected these. Staff

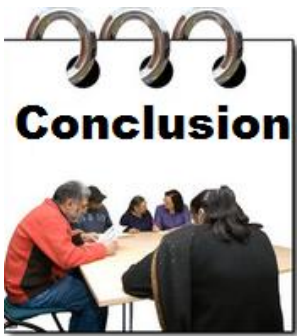
appeared to do so too.

We were told that the home was involved with the local community. Residents went to church if they wished to and one had chosen to be baptised and then confirmed. People from the community also visit– they have regular visits from some Jehovah witnesses and from a local druid.

The home had a large garden, they grew and ate their own vegetables.

Residents could be involved in shopping, food prep and cooking if they wanted to be, we saw J helping prepare a meal, during the visit.

H is visually impaired and bright lighting was used behind his chair to help him see. He also had his goldfish.



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 it was a very nice home where the residents appeared happy and were being given choices in how they lived and what they did. They seemed to get on well together and respect each other's way of life. The residents and staff that we met also seemed to get on well together with good communication between them.

Caroline (QC) said “It was up to the guys to make own decisions and choices, which is good”.



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?...*

The residents appear happy and settled living here. Staff should continue to support the resident's as they currently do.



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	19/08/15 Rev sept. 12/10/15
  	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.	